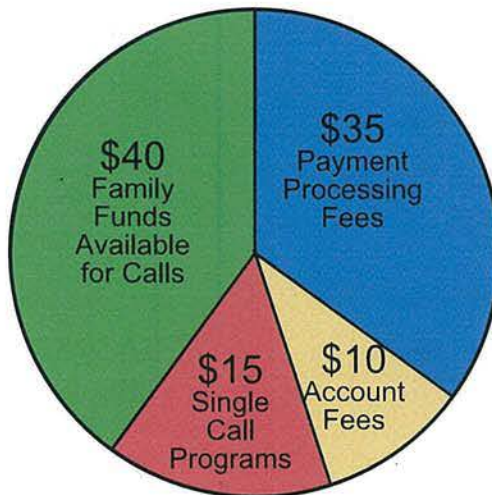


## ICS Vendor Fees More Than Double the Cost of Calls for Families

If a family has budgeted \$100 for calls during a month,  
and they make a \$25 payment each week using the vendor's website,  
how much money is available for calls?



\*\* The fees shown are based on public information gathered from vendor tariffs, recent proposals and/or company websites.

### PAYMENT PROCESSING FEES (Per Payment)\*\*

Vendor A .....	\$10.95
Vendor B .....	\$6.95
Vendor C (plus Acct Setup Fee of \$10.99) .....	\$5.50
Vendor D .....	\$9.95
Vendor E .....	\$7.95
Vendor F (as high as 39% including taxes) .....	\$9.75

Average Payment Fees Per Payment.....\$8.75

Average Payment Fees per Month .....\$35.00

### ACCOUNT FEES\*\*

Bill Processing Fee .....	\$3.49/mth
Wireless Administration Fee .....	up to \$3.99/mth
Validation Surcharge .....	4% per call
Carrier Administrative Cost Recovery Fee .....	8% per call
Regulatory Assessment Fee (1st & 5th call) .....	\$0.99 each
Regulatory Cost Recovery Fee .....	\$0.95 + 10% per call

Average Account Fees per Month .....\$10.00

### SINGLE CALL PROGRAM WITH CREDIT CARDS

One Call per Month.....\$14.99

### REVENUE AVAILABLE FOR CALLS ONLY \$40!

### THE IMPACT OF FEES ON THE NUMBER OF FAMILY CALLS: ONLY 12 CALLS

Funds available for calls (\$40) ÷ Price per call (\$3.15<sup>†</sup>) = Number of calls: 12

### THE IMPACT OF FEES ON THE ACTUAL COST TO FAMILIES: \$8.33 PER CALL

Family funds of \$100 ÷ Number of calls: 12 = Actual cost per call: \$8.33

\$8.33 minus the quoted rate of the call (\$3.15<sup>†</sup>) = Difference paid in fees: \$5.18

<sup>†</sup>Based on the FCC interim interstate rate for a prepaid 15 minute call

## FCC Workshop on Inmate Calling Services - Panel 2, Ancillary Charges

### SINGLE CALLING PROGRAMS

Description	Fees as High as:
Individual Call Billed to Cell Phone	\$9.99 per Call (Billed as Premium SMS Text Message)
Individual Call Paid via Credit or Debit Card	\$14.99 per Call (Includes \$1.80 for call + transaction fee of \$13.19)

### PAYMENT PROCESSING FEES

Payment Method:	Fees as High as:
Credit Card with Customer Service Representative	\$10.95 per Payment*
Credit Card via Vendor Website	\$10.95 per Payment*
Credit Card via Phone IVR	\$9.95 per Payment*
Cash via Lobby Kiosk	\$9.50 per Payment
Western Union®	\$12.45 including vendor mark-up or fee
Money Gram® Wal-Mart	\$10.99 including vendor mark-up or fee*

\* These fees have increased since the FCC Order was approved

### ACCOUNT FEES

Description	Fees as High as:
Account Set-up Fee	\$10.99 per month
Account Maintenance Charge	\$5.00 per month
Invoice Charge	\$5.00 per Invoice
Refund Processing Fee	\$10.00 per refund

### ACCOUNT ACTIVITY FEES

Description	Government Mandated?	Fees as High as:
Bill Processing, Bill Cost Recovery or Bill Statement Fee	No	\$3.45 per month
Carrier Cost Recovery Fee	No	\$2.50 for 1 <sup>st</sup> and 5 <sup>th</sup> Calls each month
State Administration Recovery Fee	No	\$1.95 per month
Federal Regulatory Recovery Fee	No	\$3.49 per month
Validation Surcharge	No	4% per call
Wireless Administration Fee	No	\$3.99 per month
Regulatory Assessment Fee	No	\$.99 for 1 <sup>st</sup> & 5 <sup>th</sup> calls each month
Regulatory Cost Recovery Fee	No	\$.95 + 10% per call
Carrier Administrative Cost Recovery Fee (Pre-paid & Debit Calls)	No	8% per call
Universal Service Fund (USF) Administrative Fee	No	\$1.00 per month
Pre-Call Voice Verification	No	\$0.25 per call
Continuous Voice Biometric Identification Fee	No	\$0.50 per call